

**Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT**

Name of Center: QC Child Development Center		Enrollment: 107	License ID: 4182000112
Street: 4959 Utica Ridge Rd	City: Davenport	IA Zip Code: 52807	County: Scott
Mailing Address: 4600 E 53rd St			
Mailing City: Davenport	IA	Zip Code: 52807	
Director's Name: Sarah Teller		Center Phone Number: 563-359-8080	
On-Site Supervisors: Sarah Teller		E-Mail Address: sarah@qccdc.us;	

Date of Complaint: 10/7/2013

Date of Visit: 10/10/2013

☐ Scheduled ☒ Unannounced ☐ NA

☐ Non-Compliance with Regulations Found ☒ Compliance with Regulations Found ☐ NA

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[] **PROVISIONAL** license from _____ to _____

[] SUSPENSION of License

[] REVOCATION of License

Summary of Complaint:

Children are grabbed, pulled on, and hit by workers at the center. If there are injuries the center writes these off as coming from other children.

Staff are on their cell phones and are not watching the children.

Licensing Rules Relevant to the Complaint:

109.10(16) Supervision and access.

a. The center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision.

109.12(2) a-d Discipline does not allow - corporal punishment; punishment that causes humiliation, fear, pain or discomfort; locking children in an area or using mechanical restraints; associating with illness, toilet training, food or rest; or the use of verbal abuse, threats, or derogatory remarks about a child's family.

Inspection Findings:

An unannounced visit was completed at the center on 10/10/13 to discuss the reported concerns. The licensing consultant spoke with the center director, Sarah Teller, and several other staff.

Sarah stated she was aware of some concerns reported to her by a parent on, Monday, 10/7/13. Sarah stated she first became aware of those concerns when staff Dalisa came to her and stated a child's parent had just come to Dalisa and stated that staff Anna Marie grabbed and dislocated the child's arm. The parent was coming to remove the child's things from the center. Sarah stated she passed the child's parent on the way out of the building, however, the parent did not say anything to her directly about this. Sarah stated the parent only stated the parent was on the way to take the child to the doctor. Sarah stated the child had not been at the center on that day. Sarah stated she immediately spoke to Anna Marie who denied that she had hurt the child. Sarah stated Anna Marie stated he had held the child's hand on one occasion to walk the child as a method of redirection. Sarah stated Anna Marie

stated this had taken place one day the week before. Sarah stated she also spoke to the three other staff; Tammy, Delia, and Dalisa; who work with Anna Marie. All stated they had not seen Anna Marie grab the child or anything else of concern. Sarah stated she is in and out of the program rooms frequently on a daily basis and often is in the program rooms for extended periods of time. She stated she has not had concerns that Anna Marie would hurt a child or that any staff have been inappropriate with children or hurt children in any way.

Staff Dalisa stated she has not had any concerns with staff interactions with the children. She stated if she saw a staff mistreating any child she would intervene and would tell Sarah. She stated she is a floating staff so she has the opportunity to see many staff throughout the center. She stated she was the staff downstairs when the above mentioned parent came to the center. She stated the parent told her the parent was pulling the child from the center. She stated she asked the parent why. She stated the parent said their child had said that Anna Marie has pulled on the child. She stated the parent said the child would come home crying about Anna Marie. She stated also that the parent mentioned someone here at the center telling the parent that Anna Marie was the one doing this. She stated the parent did not identify who told them this. Dalisa stated she had not witnessed anything of concern with Anna Marie.

Staff Delia stated she had never seen staff hurt a child at the center. She stated she would tell Sarah if she had concerns.

Staff Tammy stated she has never seen Anna Marie or any other staff be physical with the children. She stated she has never seen anyone pull, grab, or hit a child. She stated she would tell Sarah if she had concerns.

Staff indicated they felt that if they told Sarah of a concern that Sarah would handle this appropriately.

Staff Anna Marie denied that she had ever hurt a child or that she had any concerns for any other staff hurting or mistreating children at the center. Anna Marie is the lead teacher for the prek program but states she works in the infant room in the afternoons some of the time. She stated there was an incident last week, Wednesday or Thursday, in the inside "gym" area when she held the above mentioned child's hand to walk the child around as a method of redirecting the child after the child was running and was not responding to being told not to do so. She stated this is a method she uses as redirection. She stated she will have a child walk with her and hold her hand or sit by her for two to three minutes while speaking to the child in order to redirect a child. She stated the incident earlier this week with that particular child was unremarkable. She stated the child did not resist her, and there was no way that an injury could have resulted. She stated the child continued to come to the center for the remainder of the week and did not complain of any pain or injury. She described the child as generally a good child.

It is noted that the center reports the parent did not come in until the following Monday stating they were taking the child to the doctor. Sarah and Anna Marie had also stated an awareness that the family had been previously upset with Anna Marie for something unrelated to this concern.

Sarah and other staff all indicated that Anna Marie tends to have a stricter demeanor with the children. There was some expressed concern that expectations may be a bit unrealistic at times for the prek age group that Anna Marie works with, however, there have not been concerns of any injuries or children being hurt in any other manner. General discussion occurred regarding Sarah continuing to work closely with Anna Marie and other staff to ensure expectations and programming are at an age appropriate level. It is noted that Sarah was the lead teacher for the prek program herself prior to becoming the center director. It is noted that Anna Marie does have a Master's Degree in early childhood education.

Sarah stated there have been issues with staff and cell phones. Sarah stated she continues to monitor this by walking around and looking for this when she is in the program rooms. She stated earlier this week she had told staff that her next step will be to have staff leave their phones in the office area if this continues to be a problem. She stated she will be on top of this issue.

Special Notes and Action Required:

At this time, there is not evidence to indicate that there have been any specific licensing violations relative to this report. The center director has indicated that she will continue to provide supervision to staff to ensure that programming and expectations are age appropriate for all children at the center. She also states she is following up on the concern with staff and their cell phones. These responses appear to be appropriate and adequate at this time. There is no additional follow up requested as a result of this report.

Heidi Hungate, MSW
DHS Child Care Licensing Consultant

Consultant's Signature:

Date:

10/22/2013

